

News & Views

A NEWSLETTER DEDICATED TO INFORMATION TECHNOLOGY IN THE STATE OF MONTANA

Computer Virus Epidemic

A Over the last several months, we have seen a huge increase in the number of computer viruses within state government. The reason for this epidemic is the increased use of Microsoft Word and Excel where macro viruses are common, as well as the increased use of the Internet. Currently, all computer viruses originate from outside of state government. Most of the viruses seen in state government recently have come attached to documents received through Internet mail. Others have come from diskettes sent to employees from external sources.

What do viruses do? Some only take up space on your computer or diskette. Others put symbols or characters in your document as you are working on it. Still others may execute a cute program on your screen while it is corrupting your hard drive in the background.

It is important that when you get a message on your computer indicating that a virus has been found, you contact your network administrator immediately. If you ignore the message, you could pass the virus on to hundreds of other computers. Some viruses propagate themselves as you use your computer and cause damage to software and data that may not be recoverable.

It is also important that you scan any diskettes before you use them. Even diskettes that are new, right out of the box, need to be scanned for viruses. State policy indicates that "users must scan all diskettes if they have been used any place other than their own workstation". See <http://www.state.mt.us/isd/policies/Enterprsvirus.htm>.

By following this procedure, it will help protect your computer from virus infection. If you are not familiar with the procedure for scanning a diskette, contact your network administrator or attend the Computer Security for End Users class listed at the end of this newsletter.

For more information regarding computer viruses, contact Lynne Pizzini, Network Security Officer at 444-4510, ZIP!/Outlook or e-mail at lpizzini@state.mt.us.

Cyber Sit-ins

A "sit-in" was a popular way for citizens to protest government actions in the 1960's. Now that the Internet is popular, some groups are using cyber sit-ins to get their point across to governments and other entities. A cyber sit-in mobilizes and empowers netizens (citizens on the Internet) to participate in a global electronic civil disobedience action.



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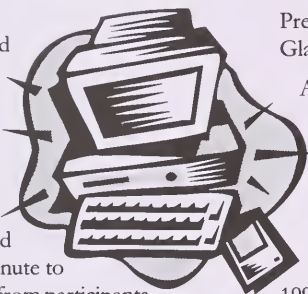
A cyber sit-in is launched from a web site that uses automated features to reload a targeted web page several times per minute. The web site is targeted for a limited time on a particular day. Users of the Internet who agree with the cause being promoted, post a link to the cyber sit-in web site, in a public call for participation. Netsurfers follow this link, then simply leave their browser open to automatically reload the target web page every few seconds. The intent is to disrupt access to the targeted web site by flooding the host web server with requests for that web site. In doing so, attention is drawn to a particular political issue, without hacking or defacing the web site.

The first cyber sit-in was held on April 10, 1998 during an electronic civil disobedience action against Mexican President Zedillo's web site. A web page was configured with a reload function that sent an automated reload request several times per minute to Zedillo's web page. Reports from participants and outside observers confirmed that more than 8,000 international participants intermittently blocked access to the Zedillo site on that day.

Several weeks ago, a cyber sit-in was launched on the State of Montana's web page to show dissatisfaction with a particular state policy. The sit-in was implemented several times during a week-long period from different web sites. According to our observations, as well as external observations, the sit-in was not successful. The State's web page was always accessible during the sit-in. Several measures were taken to prevent interruption to the web site without interfering with the public's rights.

In the future, other organizations could launch protests to any web site using these capabilities. It is very hard to determine where attacks originate, and the state's web site could be unavailable to the public by such actions. The Internet has opened up new ways for the public to express opinions, and hopefully that will be done in a positive, rather than a negative way.

For more information regarding cyber sit-ins, contact Lynne Pizzini, Network Security Officer at 444-4510, ZIP!/Outlook or e-mail at lpizzini@state.mt.us.



Montana 9-1-1 System Implementation

Montana is very close to 100% coverage with 9-1-1. Several basic 9-1-1 and Enhanced 9-1-1 (E9-1-1) systems were implemented in the last 6 months.

The Rocky Boy's Reservation, south of Havre, implemented basic 9-1-1 in November 1998. After a 30-day test period, the Chippewa-Cree Tribe announced that 9-1-1 service was available to all reservation residents.

Valley County implemented E9-1-1 in December 1998. Previously, only basic 9-1-1 service was available in the Glasgow area.

A basic 9-1-1 system was implemented in January 1999 for the **Roosevelt County/Fort Peck Tribe** 9-1-1 jurisdiction. Personnel are constructing an E9-1-1 database. Once the database is complete and "loaded" into the system, E9-1-1 will be available for Roosevelt County and the Fort Peck Reservation.

Cooke City implemented Basic 9-1-1 in February 1999. 9-1-1 calls for Cooke City and Gardiner are routed to the National Park Service Public Safety Answering Point (PSAP) in Mammoth, Wyoming. This PSAP answers 9-1-1 calls and dispatches emergency response for Yellowstone Park, Gardiner, and Cooke City.

Currently, the only area in Montana without 9-1-1 service is the area served by the Culbertson exchange in northern Richland County. Basic 9-1-1 service should be available by the end of March.

One more E9-1-1 system was implemented in October 1998. The Cascade County jurisdiction implemented E9-1-1 for the **City of Great Falls** and immediate surrounding area. Great Falls, Billings, and Sheridan, Daniels and Valley Counties, are the only areas in Montana currently providing E9-1-1.

Lewis and Clark County and **Gallatin County** have submitted E9-1-1 plans to the Montana Department of Administration, and these plans have been approved. Gallatin County plans to implement their countywide E9-1-1 system by late spring or early summer 1999.

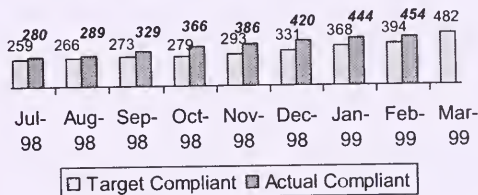
For more information, contact Surry Latham, 9-1-1 Coordinator at 444-2420, ZIP!/Outlook or e-mail at slatham@state.mt.us.

Year 2000 Status Report

Everyday we hear about the Year 2000 problem, or the Y2K Bug as the press likes to call it. The State of Montana has been working hard on the issue for years now. Each agency inventoried their computer systems and found 710 systems need attention. Nearly 200 systems were found to need little if any modification to run properly in the next century. However, many other systems needed to be repaired or in some cases, replaced by newer, more functional systems. The agencies assigned priorities to each system and instituted plans to see that they were functional by the year 2000. (Note: a few systems like unemployment insurance are "forward looking" and had to be fixed by 1999.)

The State is on its way to meeting Y2K compliance. As of March 3, 1999, over 64% of all systems were Year 2000 compliant. We expect the number to rise to 95% by August.

Year 2000 Compliance All Systems



The outlook for the Federal government is improving. According to Congressman Horn's quarterly report card, 11 departments received an 'A', 7 received a 'B' and 3 agencies received a 'C'. Only three agencies received failing marks. The cumulative GPA has moved from 1.0 to over 2.8. While there is still much to be completed at the Federal level, the recent progress is very encouraging.

Summer issues of *ISD News & Views* will provide steps you can take to minimize the impact of Y2K on your life.

For more information on Y2K, check out our web site at <http://www.state.mt.us/isd/year2000> or contact the state Year 2000 Compliance Officer, G. Scott Lockwood at 444-2655, ZIP!/Outlook, or e-mail at slockwood@state.mt.us.

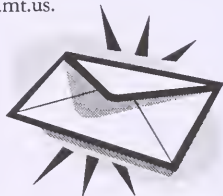
E-Mail Conversion to Outlook

The State of Montana enterprise now has over 5,000 users employing Microsoft Outlook 98, the new e-mail standard. Much work remains to complete Phase 1 of the project by July 1, 1999.

Conversions are getting more complex because we are now implementing Outlook in agencies that have a mixture of 16-bit (older machines, Windows 3.1) and 32-bit (newer, Windows 95, 98 or NT) PCs. Mailboxes for the 16-bit users are created on a different Exchange server than the 32-bit user mailboxes. The software used is a slimmed down version of Outlook called Outlook Express and has no calendar feature. In addition, because the 16-bit PCs lack resources, it's harder to create a standard installation procedure, there are more problems, and more work is created for technical support staff. The training needed is also different.

The e-mail team has also been working on a disaster recovery plan, backup procedures, getting certificate authority for more secure e-mail transactions, and upgrading the NT and Exchange server software.

For more information on the Exchange project, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, ZIP!/Outlook, or e-mail at wwheeler@state.mt.us.



Calendar of Events

April

- 7 Information Technology Managers Council (ITMC), 8:30-10:30 am
Rm 111, Metcalf Bldg.

May

- 5 Information Technology Managers Council (ITMC), 8:30-10:30 am
Rm 111, Metcalf Bldg.
- 12 Information Technology Advisory Council (ITAC), 8:30-noon
Rm 111, Metcalf Bldg.

Disaster Recovery

ISD performs an annual disaster recovery drill to test the State's ability to recover critical information processing systems. Previous drills were successful in recovering the data center, several agency application systems, and the related infrastructure.

The next drill, May 12-14, 1999, will be conducted on-site at our designated hot-site facility in Federal Way, Washington. This rehearsal will include:

- Staff familiarization with all aspects of the hot-site
- Loading system software
- Loading application software

- Establishing telecommunications
- Validation of technical procedures

ISD's main objective will be to recover the mainframe and establish a network connection back to Helena. So far, two other state agencies will also participate in the drill. We encourage participation by all agencies. This is the first drill where a network connection to Helena will be available.

For more information, contact Brett Boutin of the Policy, Development and Customer Relations Bureau at 444-0515, ZIP!/Outlook or e-mail at bboutin@state.mt.us.

MT PRRIME

Training

Training is on the minds of everyone responsible for working with the new MT PRRIME software. Human Resource training on Managing Positions and Employee Data, Position Control, and Time and Labor were provided in February and March. Financial training for General Ledger, Accounts Payable, Accounts Receivable, and Purchasing is scheduled for April and May.

If that's not enough to make everyone's heads spin, we're all trying to make sure our duties and responsibilities don't suffer while we're going through the learning curve. The good news is that "go live" is just around the corner and our classes are receiving great comments from the attendees. Here are a few:

I believe everyone really enjoyed the class!

Very friendly to users

Especially liked handouts, manuals, and hands on

Handbook and on-line help will help in the future

The exercises were helpful, explanation very understandable, and the follow-up exercises "cemented" the instruction

Easy to follow

Robo-Help looks good

Small class with lots of discussion

Participation/questions were treated seriously—with follow-up

Learning new software is always difficult – MT PRRIME is committed to providing training to make that move go as smoothly as possible.

Payroll Parallel Testing

For the last several weeks agencies have participated in parallel testing the payroll software to make sure all anomalies are addressed before implementation. Agencies input the payroll information into PPP and then double keyed the information into the new software. Agencies reconciled the payroll and identified any errors that occurred.

Even though most of the state staff work eight hour days, from 8-5, there are many that work shifts, belong to unions, are paid out of several "responsibility centers" rather than one, are sometimes subject to overtime and compensatory pay, firefighter's time is treated differently than all other employees, etc. The tests were successful and well worth the effort of everyone that participated. Not only did we work out the unanticipated exceptions; the participants learned on the job. Even though training is provided in a classroom environment, there is nothing like using it on the job. Parallel testing provided a safe atmosphere, using actual agency data, for agency payroll officers to see exactly what the software will do.

The payroll software, scheduled to "go live" in May, is user friendly. We've heard from the users that they like the ease and logic it provides. More to come as other modules go live!!

For more information, contact Anita Varone of MT PRRIME at 444-2013, ZIP!/Outlook or e-mail at avarone@state.mt.us.

GIS

Spring News from the Montana Geographic Information Council (MGIC)

Things seem to be settling down in the GIS coordination world even though the technology continues to rapidly evolve. Coordinating bodies like the Interagency GIS Technical Working Group (ITWG), and the Montana Local Government GIS Coalition (MLGGC) are becoming more comfortable working in technical advisory roles to the Council. Some important issues being researched are data transfer standards, metadata standards and the custodianship of framework data sets such as transportation, hydrography and cadastral (landownership) data. Other Council issues, such as a more formal set of operating procedures, and a model for GIS coordination in Montana, should be resolved very soon. The Council has not been able to meet during the legislative session, but plans to meet in early May. The MGIC web page underwent extensive remodeling in early January and is more organized, and updated weekly. Please visit us at <http://www.state.mt.us/isd/groups/mgic>.

Two upcoming GIS events to be aware of are Rotunda Day and the 1999 Intermountain GIS Users Conference. Rotunda Day is scheduled for April 7 at, where else, but the Capitol Rotunda. It will be a chance for local governments, state and federal agencies and Montana GIS consultants to exhibit positive applications of tax dollars expended to solve real world problems in Montana. Rotunda Day will also host a fourth grade class from Jefferson School in Helena and provide several activities to show the children the importance spatial data and GIS technology will have on their lives.

The 1999 Intermountain GIS Users Conference, *Bringing IT to the Community*, will be held Monday through Wednesday, April 19-21, at the Shilo Inn in Idaho Falls, Idaho. The conference is also scheduling pre-conference workshops on Sunday, April 18 and post-conference workshops on Thursday, April 22. For more complete conference information visit the conference web site at <http://www.ci.pocatello.id.us/gis>.

For more information on GIS or Rotunda Day, contact Stu Kirkpatrick, GIS Coordinator at 444-9013, ZIP! Outlook or e-mail at skirkpatrick@state.mt.us.

Slamming

Unauthorized Switches of Customer's Long-distance Carriers

The Public Service Commission (PSC) is receiving increasing numbers of complaints from Montanans about telephone "slamming," which occurs when a customer's telephone carrier is changed without the customer's consent.

Customers have the right to use any carrier they choose and to change carriers at any time. Sometimes, however, a long-distance carrier may engage in sales tactics that result in a customer unknowingly changing his or her long-distance service.

The 1997 Montana Legislature passed a law to provide consumers with some protection against slamming. The new law applies to switches of local exchange and in-state long-distance carriers as well as to long-distance carrier switches. In a nutshell, the law says:

Phone companies must use one of three allowable methods to obtain a consumer's authorization for a carrier change:

1. get it in writing;
2. get it electronically over the phone via an 800-number dialed by the consumer, followed by the consumer keying in the required information; or,
3. get it verbally during a telemarketing call and have an independent third party verify the authorization.

A consumer who has been slammed does not have to pay any charges billed by the slamming company.

Complaints to the PSC indicate that some companies' marketing practices are misleading at best and downright deceptive at worst. Consumers have been switched to long-distance carriers who misrepresent themselves as well-known, established long-distance companies who are offering discounts.

Another ploy is for the telemarketer to say he/she is calling on behalf of the consumer's local phone company when there is no truth to that statement. Some consumers report they were "slammed" even



though they told the telemarketer they were not interested in switching companies.

What can consumers do to protect themselves from these slamming practices? Never sign anything without reading it carefully. If you receive a phone call about long-distance or local telephone service, be sure to tell the caller if you only want to receive information or if you are not interested in receiving their service. If someone calls or sends a letter or postcard "verifying" that you have switched carriers, you should reply that you did not authorize the change, then call your local phone company to make sure you are still subscribed to your preferred carrier. Read your phone bill carefully each month. If you see any unfamiliar names, call your local phone company for information.

If you get "slammed," immediately contact your local phone company. Tell them that you did not order service from the new carrier, that you want to be reconnected to your preferred carrier. Then call the carrier that slammed you and inform that company that you did not request its service, that you want it cancelled immediately and that you will not be paying any charges billed to you during the period of the unauthorized switch unless the carrier can provide documentation of your authorization for the carrier change. If you have actually paid any charges billed by the carrier, inform the carrier that you are entitled to a refund unless the carrier can provide documentation of your authorization for the carrier change. Additionally, any "change charges" (the charge for switching companies) must be taken off your phone bill.

The Montana PSC is available to assist state residents with slamming complaints. The PSC address is PO Box 202601, Helena MT 59620-2601. The phone number is 1-800-646-6150. Provide a copy of your bill from the slamming carrier and your written complaint.

The Federal Communications Commission enforces its own rules regarding carrier changes. You may file a complaint letter with the Federal Communications Commission at: FCC, Common Carrier Bureau, Enforcement Division, Mail Stop Code 1600A2, 205 M St. NW, Washington DC 20554.

Thanks to the Public Service Commission for allowing us to reprint this information from their web site (<http://www.psc.state.mt.us/cons2.htm>).

For more information about slamming, contact Les Smith of the Telecommunications Operations Bureau at 444-1203, ZIP!@Outlook or e-mail at lesmith@state.mt.us.

Centralized Imaging Services

Can you name the two biggest problems regarding files and file storage? Give up?

1. Paper files take up a great deal of space, and threaten to overtake your building.
2. Locating a needed paper file usually takes a great deal of time, if it is located at all.

These problems are becoming urgent for all types of entities nationwide, including private business and government agencies. The State of Montana is no exception. However, we are doing something about it through electronic document management and imaging (EDMI) systems. EDM I presents numerous benefits, which include massive reduction in paper, an extremely fast retrieval of documents, the ability to summarize data and run reports, and the ability to keep all documents related to one issue in one easy-to-find location. The power of an EDM I system can be appreciated by considering that one 5¼" optical disk can store about 320,000 documents, equivalent to the storage capacity of 27 four-drawer filing cabinets.

ISD will soon be providing EDM I services to all agencies, through a central EDM I system called Centralized Imaging Services (CIS). Although the need and desire to have the benefits of an EDM I system may be there, many agencies simply cannot justify the cost of their own system. Agency EDM I projects are more feasible with the availability of the CIS. Initially, the primary service of the CIS will be the scanning and conversion of paper documents to electronic format. Agencies will then have on-line access to a server that contains their stored images. The CIS will offer all of the benefits mentioned above, plus many others.

Equipment for the CIS system has arrived, and will be set up on the raised-floor environment in the Mitchell Building. The Computing Operations Bureau (COB) of ISD and the State's imaging vendor, KPMG, will install the hardware and software necessary to make the CIS operational. If things go as scheduled, the CIS will be up and running by May. The CIS is configured with a powerful IBM RS6000 as its primary server. Attached to this will be a HP optical jukebox capable of storing 320 GB of data.

At the heart of the system is FileNet's Panagon software. Panagon is an industrial-strength electronic document management and imaging software intended for a large enterprise like the State of Montana. Panagon offers a full spectrum of functionality including document management, imaging, workflow, and Computer Output to Laser Disk (COLD). This system was configured to have more than enough speed and capacity to handle present needs, plus it is very scalable. This means it can be upgraded as necessary to accommodate user needs for at least several years.

Currently two agencies have committed to use the CIS, with others ready to commit soon. Some of the functions and services of CIS provided by ISD and KPMG are

- Feasibility studies
- Return on investment analysis
- Workflow analysis
- Business process re-engineering
- Forms analysis and design
- Hardware installation
- Hardware maintenance
- Client software installation, updates, and maintenance
- Database administration
- Custom application development
- Internet/Intranet interface development; backup, security, and disaster recovery
- Operational support

It is planned to eventually have a scan operation center set up at the Records Management Bureau (RMB) of the Secretary of State where agencies can convert their paper, microfiche, or microfilm documents to an electronic format for archival purposes.

A cost recovery structure has been developed, based on number of users and the amount of storage utilized on the server. Cost to each agency will depend upon the number of participating agencies and their respective storage needs.

For further information, please contact Brett Boutin at 444-0515, ZIP!@Outlook, or e-mail at bboutin@state.mt.us or Paul Rylander at 444-2557, ZIP!@Outlook or e-mail at prylander@state.mt.us.

Enterprise Server Upgrade

By the time you read this article, our new IBM model 9672-R26 processor should be installed and operational. Computer Operations Bureau plans to upgrade the IBM 9021-832 to a new IBM 9672-R26 processor. This processor is rated at 217 MIPS (Millions of instructions per second), a 26% increase over the 832 rating. CPU use on the IBM 832 took a dramatic jump of 10% from December to January and the system consistently ran at over 90% CPU utilization during the weekday prime shifts since January 1 of this year. This caused, at times, poor system response, greater wait times and delays in execution for batch jobs. We apologize for this degradation in performance. With the installation of this new processor, ISD has experienced a 250% growth rate in MIPS on the central enterprise server in the last 4.5 years.

The new 9672-R26 is a 2 CP air-cooled CMOS (Complementary Metal Oxide Semiconductor) system versus the 832, which was a 3 CP water-cooled 'bipolar' processor. Each CP (central processor or engine) is rated at 105 MIPS compared to 57.6 MIPS per CP in the 832. The R26 comes with 4GB of central/expanded memory, which is 1 GB more than the 832's storage. It has 60 ESCON (fiber optic) and 15 Parallel (bus and tag) channels. It also comes with 2 OSA-2 (Open System Adapter) channels. One will be a fast Ethernet connection and the other will be a token ring connection. These will be used to connect to the local area network. The architecture of the CMOS processor is tailored for premium TCP/IP performance. The hardware has an encryption feature installed.

Because this new machine no longer requires water to cool the system and, due to the decrease in the amount of electricity the machine needs, the cost of the environmental is *significantly* less for the R26. This will be a nice cost saving for the State of Montana. The footprint (floor space used) of the system is only 20 square feet whereas the 832 used 566 square feet.

The first week after the processor is installed, we will be conducting extensive performance tests to evaluate the throughput. Look for an article in the May issue of *ISD News & Views* for the results.

For more information or questions about the IBM 9672-R26, contact Robin Anlian of the Computing Operations Bureau at 444-2898, ZIP!@Outlook or e-mail at ranlian@state.mt.us.

Report Distribution Enhancements

ViewDirect and DocumentDirect

ISD recently converted its mainframe report distribution system from Infopac-RDS to ViewDirect.

But don't panic, this is not a new product you have to learn over again. For whatever the reason, Mobius Management Systems, Inc., the product vendor, changed the name of its product from Infopac-RDS to ViewDirect when they released this new version. There are many enhancements incorporated into this release. Most of these pertain to the performance and administration of the system and are of little consequence to the end user. However, there are some changes that do affect the end user.

At first glance, you will hardly notice a difference. A closer look reveals the screens now reference "ViewDirect" where they previously referred to "Infopac-RDS". The most significant enhancement, if not the most exciting, is that this new release is fully Y2K compliant with a four digit year in the version date.

One significant improvement relates to the **Find** command where you could only find the next occurrence of a search string. In the new version, you can find the previous occurrence, the first occurrence, or the last occurrence of the search string. Most veteran RDS users would agree this enhancement was long overdue.

Another feature you may find useful actually became available in a latter release of the previous version. However, it has not been widely touted. This is the **Filter** command. This command allows you to display only those lines of a document which contain a specified search string. These lines are displayed on a separate screen. The user can select any line on this screen to display the document page containing that line.

With the conversion to ViewDirect 6.1, it was mandatory that all DocumentDirect users convert to DocumentDirect 2.1. Previous versions of Document Direct are not compatible with ViewDirect 6.1. Through *ISD News & Views*, e-mail messages to LAN administrators, broadcast messages, and globally distributed RDS reports, we tried to provide ample warning of this required conversion. Some users were still caught off guard and experienced a failure of DocumentDirect following the conversion to ViewDirect 6.1. We apologize for any inconvenience. Now that the pain of the conversion has subsided, you will find the new version of Document Direct has some pretty significant enhancements.

First, we'll mention the less thrilling enhancements. Like the new version of ViewDirect, the new version of DocumentDirect is fully Y2K compliant. If you are a DocumentDirect user and not planning on retiring by the end of this year, this could be important to you. Secondly, DocumentDirect now runs as a 32-bit application (although support is still provided on 16-bit platforms). This may not make any difference in the functionality of the product, but does cause it to run more efficiently. Now, on to the good stuff.

DocumentDirect provides the ability to annotate reports. The types of annotations available include text box, pointing arrow, highlight, bitmap, freehand line, redaction, sticky note, and audio file among others. Once, you add annotations to the report, the report may be viewed and printed with or without the annotations. You may also share these annotations with others. Before using annotations, you must have a database set up in which to store them. This database may or may not have been set up when DocumentDirect was installed on your workstation or server. To share annotations with others, you must make certain that the annotations database is accessible to all those with whom they are to be shared.

You can now change your mainframe password from within DocumentDirect. This will be especially helpful if you do not typically use other mainframe applications. Password Maintenance is located on the Options menu. Also on the Options menu, you will find Preferences. With this feature, you can specify a variety of preferences and defaults. For example, you can specify a time out period for DocumentDirect. You can specify a default font name, style, and size to open reports. There are windowing options you can specify to determine whether a report will be maximized when it is opened. You can indicate the number of entries to be retained in the history file. You are encouraged to check out the preferences to see what may make life easier when using DocumentDirect.

With this new version, there is more flexibility when viewing reports that contain overlays or other images. You can now copy pages or portions of a page and paste them to other Windows applications. Also, the find command can now be used to reposition a report to a page that contains a specific search string.

For additional information and assistance in using ViewDirect and DocumentDirect, go to the online help facility or give one of the report distribution administrators a call. And, with the new, improved versions of ViewDirect and DocumentDirect, it may be time to reevaluate the reports produced by your applications. You may find there would be some significant advantages to capturing your reports in ViewDirect.

For all your report distribution needs, contact the Computing Operations Bureau: Dave Smith at 444-2857, ZIP!/Outlook or e-mail at dasmith@state.mt.us, Jan Lewis at 444-2901, ZIP!/Outlook or e-mail at jalewis@state.mt.us or Diane Haun at 444-3336, ZIP!/Outlook or e-mail at dhaun@state.mt.us.

CICS Gateway Implementation

ISD is installing TXSeries for AIX to act as a bridge between desktop applications and mainframe CICS.

This is accomplished by running a CICS for AIX gateway region on an RS/6000. CICS clients communicate with the gateway region over the TCP/IP network. The gateway CICS region communicates with the mainframe using SNA LU6.2 protocols.

The CICS gateway is accessed by installing CICS client software and an ISD written interface module on either the end user's Windows machine or on an Oracle database server. There are many possibilities with this implementation. It opens up access from the desktop to mainframe based utilities such as address certification, date convert, JCL submit, etc. Users may also integrate existing VSAM or IDMS data within Oracle applications.

The CICS gateway may also be used to access Oracle data from mainframe CICS applications. This is accomplished by coding a mainframe CICS program to LINK

to a MicroFocus COBOL program on the CICS for AIX region. The MicroFocus COBOL program contains the SQL statements for accessing the Oracle database.

Additional possibilities exist for accessing the CICS gateway from web browsers and Java applications. If you have an idea or question on how you might be able to put this technology to work, please feel free to contact Don Grinsell of the Systems Support Bureau at 444-2983, ZIP!/Outlook, or e-mail at dgrinsell@state.mt.us.

Tape Data Set Retention

As we move through the last years of this century we are seeing more conflicts between the actual year designation and the EXPDT keywords used by CA-1 (Tape Management System)(TMS) in your JCL. To help alleviate some of that confusion, this article is being reprinted to review the rules regarding coding tape data set retention parameters in your JCL.

To begin, remember that the protection and retention of tape data sets is determined by the expiration date stored on the tape management catalog (TMC) for each data set. This expiration date is automatically generated every time a data set is created on a tape volume.

There are several methods used by CA-1 to determine what type of expiration date is to be used for your data set. Here are the most common:

- in the LABEL parameter of the DD statement
- by the CA-1 default retention
- by the CA-1 default abend retention

The Label Parameter

This is where the confusion could occur. CA-1 uses EXPDT date keywords that enable you to pass your retention request through normal JCL statements. The problem is that CA-1 used "future" dates as codes for certain types of retention. Now, time has caught up with these dates and the user is left to wonder if they are specifying a calendar date or a CA-1 keyword.

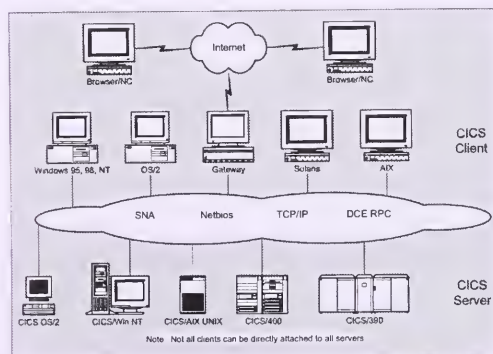
Here is a list of common CA-1 date keywords used in the LABEL parameter:

LABEL=RETPD=0

Temporary data set. TMC expiration date set to current date.

LABEL=EXPDT=yyddd

Standard Julian expiration date. TMC expiration date set to yyddd.



`LABEL=EXPDT=yyyy/ddd` Same as above.

`LABEL=RETPD=dddd` Retain for dddd number of days. If the calculated number of days goes beyond Jan 1, 1998, it will remain a valid date and not become a keyword.

`LABEL=EXPDT=90dddd` Retain for dddd number of days and then retain for as long as data set remains on system catalog.

`LABEL=EXPDT=98000` Tape is external to the TMC. Expiration not affected.

`LABEL=EXPDT=98ddd` Days since last used. Tape data set is held as long as it is used every ddd days. ddd is any integer up to and including 366.

`LABEL=EXPDT=99000` Catalog control. Retain the data set for as long as it remains on the system catalog.

`LABEL=EXPDT=99ccc` Cycle control. Specifies that ccc cycles of like named data sets are to be retained. As soon as the ccc+1 data set is created, the oldest data set will be expired. This can be used for both generation and non-generation data sets.

`LABEL=EXPDT=99365` Permanent. Retain data set indefinitely.

`LABEL=EXPDT=99366` Same as 99365.

As you can see, if you tried to set an expiration date for December 31, 1999, the LABEL statement would look the same as if you had specified that the data set be retained permanently (99365).

There is a method to alleviate this problem. Insert a `//JULDATE DD DUMMY` statement in each step which creates a tape data set. This will tell CA-1 to interpret all EXPDT dates as Julian dates, not keywords. For example:

`// JOB (ACCTING)`

`//STEP1 EXEC PGM=PROGRAM`

`//TAPE DD DSN=TAPE.DATASET,DISP=(NEW,KEEP),UNIT=CART,`

`// LABEL=EXPDT=99365`

`//JULDATE DD DUMMY`

This will set the expiration date of TAPE.DATASET to December 31, 1999. Remember: the JULDATE DD **MUST** be inserted into each step that creates tape data sets and **ALL** EXPDT dates will be interpreted as Julian.

Default Retention and Abend Retention

These aren't affected by the date keywords but are discussed as a reminder. There is a system defined default expiration rule for any tape data set that is created without an expiration date or retention period. ISD has this value set at seven days for both defaults. Therefore, any dataset that was created without an EXPDT specified will expire in seven days. Also, any dataset that OPENed normally for output (DISP=NEW or DISP=MOD) and then CLOSEd by an abend will have the expiration date changed to seven days from the abend.

Year 2000

CA-1 has been updated to become year 2000 compliant. To specify an expiration date into the next century use the `"LABEL=EXPDT=yyyy/ddd"` format. Using the `"LABEL=EXPDT=yyddd"` will cause an ugly CA-1 AXX-08 abend.

Conclusion

To be sure that your data set is protected in a manner that meets your needs, become familiar with the keywords used by CA-1. Failure to do so could cause a really bad day! If you would like further explanation on this topic, contact Sandi Freebury of Computing Operations Bureau at 444-2829, ZIP!/Outlook or e-mail at sfreebury@state.mt.us or Bill Ramsay of Computing Operations Bureau at 444-2902, ZIP!/Outlook or e-mail at bramsay@state.mt.us.

ITMC March Meeting

The Information Technology Managers Council (ITMC) meets monthly to review technology issues that affect state government. The group met on March 3, 1999.

ITMC heard project updates for the MT PRRIME project, the Exchange E-Mail Conversion, Y2K status for state IT systems, and more.

Complete minutes of the meeting are available on the ISD web site at <http://www.state.mt.us/isd/groups/ITMC>.

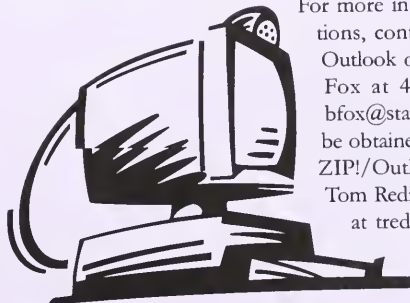
For more information on the activities of ITMC, contact Wendy Wheeler of the Policy, Development and Customer Relations Bureau at 444-2856, ZIP!/Outlook, or e-mail at wwheeler@state.mt.us.

Getting Started with Oracle Designer

Oracle Designer is a software tool for analyzing business requirements, and application system development more accurate and flexible. Oracle Designer incorporates support for business process modeling, systems analysis, and software design and system generation. There is also a multi-user Repository that is closely integrated with Oracle Developer (Forms, Reports, & Graphics). Repository users create one or more application systems (if they have rights) and grant other repository users access to the application system. The repository is contained in the schema of a single user in the Oracle database.

When using the Designer tool, the first step is analyzing the business requirements and the design standards for the layout of the proposed system. Decisions must be made concerning the following:

- Screen layout, including colors, fonts, and buttons
- Navigation methods, including menus and buttons
- Help
- Documentation
- Functionality
- Coding standards
- Naming conventions



Developers should create a screen prototype, sometimes called a storyboard. This prototype is a major deliverable that will validate the design standards and the analysis. Screen prototypes implement the physical process flows and design standards. Through prototypes, users can evaluate the ability of the system to meet their needs. The storyboard does not need to access data, although some functionality is helpful when trying to get users to understand the design strategy. Screen designs should be built according to what will realistically be generated using Oracle Designer.

After the screens are designed, you can specify the modules and map them back to the functions from the Analysis phase. Requirements are then brought forward from the functions to the modules.

Steps taken for a Web based application:

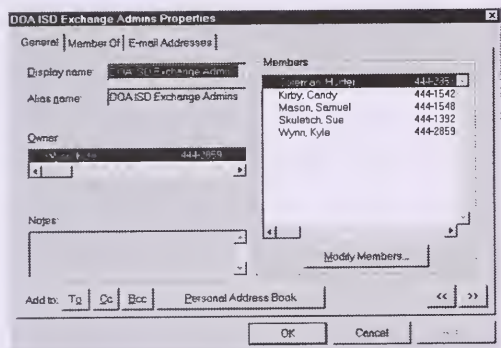
1. Create the process steps and flows - A process step represents an individual task within a business process. Each business process undertaken by an organization can be broken down into individual process steps.
2. Create entities and relationships - An entity is a thing of significance, whether real or conceptual, about which the business being modeled needs to hold information.
3. Create definitions of database objects in the Repository.
4. Refine the default database design.
5. Generate objects in the database.
6. Refine default functions - Identifying which of the existing functions are to be automated.
7. Create default module definitions.
8. Set preferences for generation.
9. Create lookup tables.
10. Generate a WebServer application.

For more information on any of the Oracle applications, contact Steven St. John at 444-2910, ZIP!/Outlook or e-mail at ssjohn@state.mt.us or Barry Fox at 444-5895, ZIP!/Outlook or e-mail at bfox@state.mt.us. Oracle database information can be obtained by contacting Tony Noble at 444-2922, ZIP!/Outlook or e-mail at tnoble@state.mt.us or Tom Rediske at 444-1593, ZIP!/Outlook or e-mail at trediske@state.mt.us.

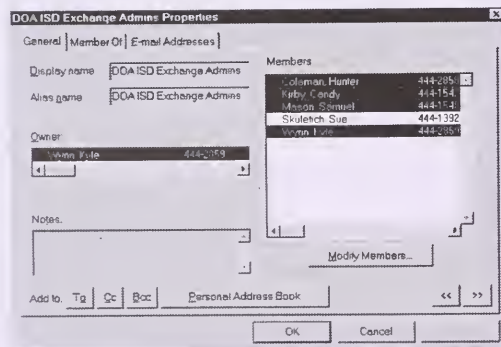
Outlook 98 - Deselecting a member from a Shared List

Since moving to Outlook, each member of the e-mail support staff has been asked numerous times how to deselect one or more members from a Shared List for certain e-mail sends. We checked, tested and even called Microsoft Support – arriving at the conclusion that you can't "deselect" from lists as you were used to doing in ZIP!Office. Heidi Mann from End User System Support found a way to accomplish this useful task.

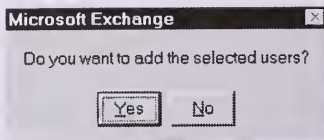
Rather than "deselecting" one or two members, select which recipients need to receive your e-mail message. Develop the message and click on "To:" to select the recipients. Type in the name of the list. With it highlighted, click on the Properties button. The following screen is displayed.



While holding down the CTRL key, click on the members you want the message sent to. Once they are highlighted, click on the T button. See below.



Click on Yes, then OK to close the window. Only the members you highlighted are selected, not all the members of the Shared List. Click on OK again and you are ready to send the message.



If you have any questions regarding this article, contact Sue Skuleitch of End Users System Support at 444-1392, ZIP!/Outlook or e-mail at sskuleitch@state.mt.us. If you have any Outlook problems, please contact the ISD Customer Service Center at 444-2000.

Outlook Password Change

If you need to have your Outlook Password reset, you can call the ISD Customer Support Center directly at 444-2000. They now have the tools needed to reset passwords on the ADS Domain.

Rotated Text in Cells in Excel

Do you have long column headings in your Excel spreadsheets? Have you ever wanted to rotate these headings so that you could fit more columns per page?

You asked for it, you got it! You can rotate text to any angle in a cell. With rotated text, you can reduce the amount of horizontal space that is required by long text items, such as headings, leaving more room for the details of your data.

To rotate text in a cell:

- Select the cells in which you want to rotate text.
- On the Format menu, click Cells, and then click the Alignment tab.
- In the Orientation box, click a degree point, or drag the indicator to the angle you want.

To display text vertically from top to bottom, click the vertical Text Box under Orientation.

If you have any questions concerning this article, contact Irvin Vavruska of End User Systems Support at 444-6870, ZIP!/Outlook, or e-mail at ivavruska@state.mt.us. For general Excel questions, please contact your agency support staff, Excel Office Assistant, or the ISD Customer Support Center at 444-2000.

MS Word 97 - Edit in Print Preview

When you click the Magnifier button on the Standard toolbar or (File - Print Preview), you'll see your document as it will appear when printed. This is a great function in Word because you have the opportunity to look at your document layout to make sure everything is positioned correctly. But, what if you find something you want to change? You don't have to leave Print Preview to fix it. Simply click the Magnifier tool on the Print Preview toolbar to toggle to the editing mode. Then, make your document edits just as you would in a normal Word view. You can enter and format text, size tables, move objects, resize graphics, adjust drawings, and so on. The great advantage to making edits in Print Preview is that you see the print results immediately. When you're done, you can either print the document or switch back to a normal view.

Edit text in print preview

1. In print preview, display the page you want to edit.
2. Click the text in the area you want to edit.
3. Click Magnifier. When the pointer changes from a magnifying glass to an I-beam, make your changes to the document.

To return to the original magnification, click Magnifier, and then click the document

This article was taken in part from Software School, Inc. If you need help or have any questions on this article please contact Carl Haller of End User System Support at 444-2072, ZIP!/Outlook, or e-mail at challer@state.mt.us. For general questions about Word, contact your agency support staff, Word Office Assistant, or the ISD Customer Support Center at 444-2000.

PowerPoint Made Easy!

Pack and Go!

You create a presentation on your PC, and now your boss wants you to write the presentation to a diskette so he can take it to Billings to present there. There are more considerations than you might think.

Size. The presentation may be too large to fit on one 1.44MB diskette.

Linked files and graphics. If you linked graphics or other files and they are not present on the new system,

they will not display in the presentation.

Fonts. If the fonts you used while creating the presentation are not resident on the machine, the text will wrap differently on the text slides. This could cause bullets to run off the page, or table cells to wrap text and resize your tables.

Viewing. Not all machines have PowerPoint loaded. PowerPoint Viewer allows the presentation to be shown without the parent application.

What do you do? The answer is just a few clicks away and it's called Pack and Go

Open the presentation.

Go to File|Pack and Go. The Wizard will show up and then click **Next**. First, choose between an active or inactive presentation. If you have the presentation open it is active.

Choose a destination. For this scenario, you'll want to choose your floppy drive (Usually drive A:\)

Include linked files and fonts. It's always a good idea to have everything loaded you will need for the presentation, especially if something needs to be changed at that last minute. Fonts ensure text will wrap properly and retain the look you see on your screen.

Include PowerPoint Viewer. The Viewer allows you to show the presentation on a system that doesn't have PowerPoint.

Insert the diskette. You may need several diskettes, depending on the size of your presentation. The **Finish** button will launch the process and may take several minutes. Be sure to label and number each disk.

Loading on the new PC. Go to **Start|Run**. Select the correct drive (usually A:\) and then type **pngsetup.exe**.

Select destination. Select a destination for the presentation file(s). (i.e. C:\)

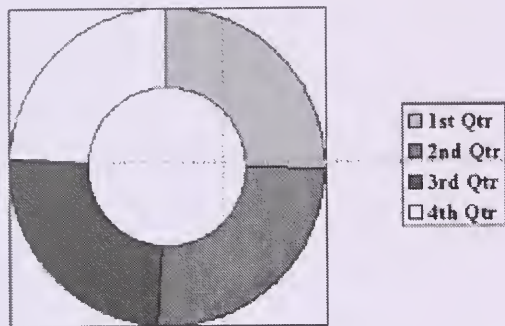
Launch the presentation. The on-screen instructions will ask if you want to launch the presentation now.

Note: PowerPoint Viewer is not backward compatible. If you load it from WIN95 you cannot run it on Windows 3.1.

For more information on this article, contact Trapper Badovinac of the Policy, Development & Customer Relations Bureau at 444-4917, ZIP!/Outlook or e-mail at tbadovinac@state.mt.us. For user support, contact the Customer Support Center at 444-2000.

Rolling Doughnut

If you need to spruce up a PowerPoint presentation, try creating a rolling doughnut chart. When you run the slides continuously, the doughnut appears to rotate because of the changing color position.



How to Create a Doughnut Chart

- Open a blank slide and choose **Insert | Chart**.
- Click the chart to select it (if necessary).
- Right-click the selected chart and choose **Chart Type**.
- Select **Doughnut** and click **OK**.
- Three doughnut graphs will display.
- Click one of the doughnuts to select it, then press **Delete**. Repeat until only one doughnut remains.

Change Doughnut Segment Colors, Copy and Create a New Chart

- Double-click the doughnut to select it.
- Click once on one of the doughnut segments to select it.
- Double-click the segment to open the **Format Data Point** dialog box.
- In this dialog box, select **red** and click **OK**.
- Move to each of the segments and set the colors to **blue**, **green**, and **violet**.
- When you've colored all segments, click on the slide away from the chart to deselect it. Press **Ctrl-A** to select the chart.
- Press **Ctrl-C** to copy the chart.
- Press **Ctrl-M** to create a new blank slide.
- On the new slide, press **Ctrl-V** to paste your colored chart.

Paste the Previous Chart and Rotate Colors

Use the procedure already described to recolor the segments so that red goes where blue is now, blue goes where green is now, and so on. After you recolor

the segments, click away from the chart and then press **Ctrl-A** followed by **Ctrl-C** to copy the slide. Repeat this process for two more slides.

Prepare the Slide Transition

- When all four slides are finished, choose **View | Slide Sorter**.
- Right-click the first slide and choose **Slide Transition**.
- When the **Slide Transition** dialog box opens, select the check box labeled **Automatically After** and enter one second.
- Click **Apply to All** to close the dialog box and apply your selection to all four slides.

Set Up and View the Show

- Choose **Slide Show, Set Up Show**.
- In **Set Up Show** dialog box, select the check box labeled **Loop Continuously Until Esc**.
- Click **OK** to continue.
- To view the slide show, choose **Slide Show, View Show**.

Changing the Legend - Optional

If you are using a legend, you will need to change the data corresponding to the correct doughnut segment color.

For example: If your 1st Quarter is violet, 2nd Quarter is green, 3rd Quarter is blue, and 4th Quarter is red, you will need to change the data in the **Presentation Datasheet** to match the column colors shown above.

Since you are only working with one row of data, you will only need to change the column name (1st Qtr) and the data for that row.

In the **Presentation Data Sheet**, Column A that was formerly 1st Qtr will become 2nd Qtr. Column B that was 2nd Qtr will become 3rd Qtr and so forth. In this example, 1st Qtr will rotate to Column D.

For more information concerning this article, contact Heidi Mann of End User Systems Support at 444-2791 ZIP! /Outlook, or e-mail at hmann@state.mt.us. If you have questions regarding Microsoft PowerPoint, please contact your agency support staff, or the ISD Customer Support Center at 444-2000.

This Microsoft Office Tip is made possible by Tip World at www.tipworld.com - The Internet's #1 Source for Computer Tips, News, and Gossip.

Restore Forgotten or Corrupted Passwords

Passwords are a necessary evil these days. We have passwords to access PCs, web sites, and dozens of other computer-related resources. When a Windows password-management scheme fails, you need to get back into operation fast. Microsoft provides a utility that can get you out of password jail.

Windows password problems basically consist of three types.

1. You've forgotten a password.
2. You checked the Save Password box the first time you entered your name and password for a remote site, but the site now requires a different password and you can't change the one Windows has stored.
3. The password cache that Windows maintains has become corrupted.

In each of these cases, you may be able to use a little-known utility called Pwledit.exe (short for Password List Editor). It allows you to view a list of passwords you've saved and delete any that aren't working for you. You can't see the actual password, but deleting a password's existence allows you to re-enter the correct password the next time you log on to that particular resource.

Note: This utility does not have the capability to work with network or mainframe passwords.

Pwledit.exe is available on the CD-ROM of Windows 95 and 98, but it isn't installed automatically. To install it under Windows 98:

- Click Start, Settings, Control Panel. Run the Add/Remove Programs applet, click the Windows Setup tab, then click the Have Disk button.
- Browse to the folder X:\tools\reskit\netadmin\pwledit (where X: is the drive letter of your CD-ROM drive). Select the information file Pwledit.inf and click OK.
- In the Have Disk dialog box that appears, turn on the check box to select Password List Editor, then click Install. The utility will appear on your Start menu under Programs, Accessories, System Tools.

To install the utility under Windows 95, follow the same steps but browse to D:\admin\apptools\pwledit.

If you can't find your Windows 95 or 98 CD-ROM, you can download a self-extracting file from <http://www.support.microsoft.com/download/support/mslfiles/pwedit.exe>.

Password List Editor will work only for the particular user who is logged on. For more on this and other information, run the Resource Kit help file \tools\reskit\help\rk98hrp.chm from the Windows 98 CD-ROM. Search for "pwledit," display the topic "Passwords," and scroll down to read "Using the Windows 98 Password Cache."

Unfortunately, Password List Editor may not solve your particular password problem. Here are some other tricks suggested by Microsoft Product Support Services that you could try for such problems.

- In serious cases, you may need to close all applications, then rename the file C:\Windows\Username.pwl (where username is your log-on name) and restart Windows. This eliminates all of your passwords, which you'll need to re-enter. But it may clear up a problem with a corrupted password list file.
- If you're still having problems, rename the file C:\Windows\Rna.pwl (if present), which may clear up passwords related to remote network access.

An old or bad password may also be stored by a web site as a "cookie." In this case, use Windows Explorer to select all files in your C:\Windows\Temporary Internet Files folder and delete them.

For more information about this article, contact Jerry Kozak of End User Systems Support at 444-2907, ZIP! /Outlook, or e-mail at jkozak@state.mt.us. For user support try the Office Assistant/Help in Word or call the ISD Customer Support at 444-2000.



Free Internet Education

For those of you that are new to Internet technologies, a series of 15 minute classes are available at: www.state.mt.us/isd/techinfo/15minutes.htm

The following topics are covered as a separate series:

- Internet History
- Indexing and Search Services
- Internet Organizations
- Tools
- The Future
- Electronic Mail
- World Wide Web
- The Basics
- Technology

These courses are mirrored from <http://rs.internic.net/nic-support/15min> where you can get them as PowerPoint or HTML versions. We have downloaded the HTML versions to our local server, as recommended by Internic, so the response to them should be very good.

These are basic courses with an emphasis on the history of how these Internet services evolved. This is interesting reading for someone new to the technology or even to an experienced user who may not be aware of some of the history.

For questions or comments, contact Ron Armstrong of End User Systems Support at 444-2905, ZIP!/Outlook or e-mail at rarmstrong@state.mt.us.

Media Based Training (MBT)

What is a Gateway? How do Routers work? What is a T1 line? What is a Relational Database? The answers can be found in ISD's MBT library. Most of the courses take a few hours to complete. They are self-paced so you can go over sections as many times as you need.

Who can check out courses? Any state employee at no charge.

You need a VCR or Multi-Media PC. Most courses are available on both video and CD. However, some courses are available on CD only. Various teaching methods are used like diagrams and real-life examples. A workbook with quizzes is included.

Sign up. Call Shawndelle Semans at 444-2700, or e-mail at ssemans@state.mt.us. She will need your name, phone number, address, agency and how you would like to receive the course. You can pick up the course in Room 222 of the Mitchell Building, or we can deadhead or mail it to you.

Checkout is two weeks. If you need more time, we'll extend the checkout period for another two weeks if no one is waiting.

What's Available? Course descriptions can be found on the ISD web site or on the VAS at guest\training\CT_Video\T3_VAS.doc. Approach users can see if the course is available by accessing guest\training\CT_Video\videodb.apr (password Montana).

Upcoming Project Management Training

Information Services Division will be sponsoring a three day Project Management for Information Systems workshop in May.

Project Management for Information Systems

Presented by Systemation, Inc.
May 10 - 12, 8:30 am- 5 pm
Location: To Be Announced
Cost: Approximately \$530, depending on enrollment
Register: by e-mail to Lois Lebahn, ISD

For a course description, see <http://www.state.mt.us/isd/current/training/tech.htm>.

Courses Topics include:

- Course Series - Digital Communications, LAN/WAN Communications, TCP/IP Networking, NetWare 3.x and 4.x, SNA Networking, Cisco Routers
- Relational Database Courses
- Oracle Courses
- Mainframe Courses
- UNIX Courses
- Project Management Courses
- Microsoft Courses
- Web Design Courses

For more information, contact Trapper Badovinac of the Policy, Development & Customer Relations Bureau at 444-4917, ZIP!/Outlook or e-mail at tbadovinac@state.mt.us.

See the course descriptions at
<http://www.state.mt.us/isd/current/training/mbt.htm>

Oracle Channel Training

Oracle will discontinue the Oracle Channel satellite broadcast education program on May 31, 1999. Please watch the schedule carefully and plan your training accordingly.

April

- 6 Introduction to Data Warehousing
- 7 Planning for a Successful Data Warehouse
- 8 Data Warehousing Fundamentals for DBAs
- 13 Oracle8 Data and Security Management
- 14 Oracle8 Backup and Recovery Strategies
- 15 Oracle8 Performance Tuning Strategies
- 20 Oracle7 Introduction to Oracle Certification Primer
- Oracle7 Database Administration Certification Primer
- 21 Oracle7 Backup and Recovery Certification Primer
- Oracle7 Performance Tuning Certification Primer
- 27 Object Technology Essentials
- 28 PL/SQL8 New Features

May

- 4 SQL I: Retrieve Data
- 5 SQL II: Define and Manipulate Data
- 6 SQL Statement Tuning
- 11 Financial Applications Release 11 New Features
- 12 Manufacturing Applications Release 11 New Features
- 18 Oracle8 Architecture and Startup
- 19 Oracle8 Architecture and Startup
- 20 Oracle8 Networking Strategies
- 25 Introduction to Data Warehousing
- 26 Planning for a Successful Data Warehouse
- 27 Data Warehousing Fundamentals for DBAs

A full class description can be found at <http://education.oracle.com/education/toc>. Because class material has to be ordered, you must register at least two weeks before the scheduled class date. Please contact Barbara Clark at 444-0846, ZIP!/Outlook, or e-mail at baclark@state.mt.us.

Computer Security Training for End Users

This is a two-hour seminar that covers:

- network security
- laws, rules, and policies
- login IDs and passwords
- viruses, hoaxes, and chain letters
- proper use of e-mail and the Internet
- user responsibilities

Date: Thursday, April 15, 1999

Time: 8:30-10:30 am

Location: Rm. 13, Mitchell Bldg.

For registration or information, please contact Lois Lebahn (llebahn@state.mt.us) or Kim Ingwaldson (kingwaldson@state.mt.us) of ISD at 444-2700.

Training Calendar



The schedule is assembled by the Helena College of Technology of the University of Montana. If you have any questions about enrollment, please call 406-444-6821. All classes are held at HCT, 1115 N. Roberts.

The Helena College of Technology will make reasonable accommodations for any disability that may interfere with a person's ability to participate in training.

Persons needing an accommodation must notify the college no later than two weeks before the date of training to allow adequate time to make needed arrangements. To make your request known, call 444-6821.

To enroll in a class, **you must send or deadhead an enrollment application to**

State Training Center, HCT
Helena, MT 59601

If you have questions about enrollment, please call 444-6821 or e-mail to 'Helena College of UM' or lsuttorp@state.mt.us

Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days before the first day of class. HCT is also willing to schedule specific classes by request for state agencies.

State Training Calendar

Database Classes	PREREQ	DATE	COST	DAYS
Intro to Oracle	Windows 95	June 1-2	200	2
Discoverer 3.0	Windows 95	June 3	100	1
SQL/PL-SQL	Intro to Oracle	June 15-17	300	3
Oracle Developer 2000	Intro to Oracle & SQL/PL-SQL	June 28-July 1	**442.20	apr 4
Oracle Designer	Oracle Dev; SQL/PL-SQL recom.	July 19-30 am	**536.95	apr 5
Access 97	Windows 95	Apr 8-9	200	2

Microcomputer Classes

Windows 95 Conversion	familiar with Windows	Apr 2 am, May 3 am, June 1 am	50	1/2
Windows 95	N/A	Apr 1	100	1
Outlook 98*	Windows 95	Apr 15 am, May 4 pm, June 1 pm	FREE	1/3
Word 97 Conversion	Windows 95	Apr 2 pm, May 3 pm, June 17 am	50	1/2
Intro to Word 97	Windows 95	Apr 5 or 6, May 4, June 3	100	1
Intermediate Word 97	Intro to Word 97	Apr 16 or 19, May 6, June 10	100	1
Advanced Word 97	Inter Word 97	Apr 26-27	200	2
Excel 97 Conversion	Windows 95	Apr 14 am, May 4 am, June 17 pm	50	1/2
Intro to Excel 97	Windows 95	Apr 7, May 5, June 8	100	1
Intermediate Excel 97	Intro to Word 97	Apr 21, May 7, June 15	100	1
Advanced Excel 97	Inter Excel	Apr 29-30	200	2
PowerPoint 97	Windows 95	Apr 12-13	200	2

*Outlook 98 is for employees new to state agencies that have already converted to Outlook

Prerequisites may be met with consent of Instructor.

**The Oracle Designer and Developer class fees are recovered through the monthly data network rate and paid for by ISD.

State Training Enrollment Application

Complete IN FULL and return AT LEAST ONE WEEK prior to the first day of class.

Course Data

Course Request _____

Date Offered _____

Student Data

Name _____

Soc. Sec. Number (for P/P/P) _____

Agency & Division _____

Mailing Address _____

Phone _____

How have you met the required prerequisites for this course? Explain, giving the class(s) taken, tutorial completed, and/or experience.

Billing Information/Authorization Mandatory

LogonID _____ Agency# _____ Authorized Signature _____

If attending Oracle Developer or Designer training, your application must also be approved by the agency IT Manager.

IT Manager _____

Training is needed for

- ☐ Agency Oracle Developer
- ☐ Continuing education opportunity (Agency will be billed for training.)
- ☐ Agency contractor (Agency will be billed for training.)

Full class fee will be billed to registrant unless cancellation is made three business days before the start date of the class.

DeadHead completed form to

State Training Center, Helena College of Technology of the U of M
Phone 444-6800 FAX 444-6892

Editor's Notes



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